

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

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Program ID/Title: AGS-251/Motor Pool

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I. Goal

Furnish safe, dependable, and cost effective state motor vehicle rentals, maintenance and repair services.

II. Objectives and Policies

Manage the acquisition, operation, maintenance and disposal of state motor vehicles to consolidate and minimize the number and cost of owning and operating state vehicles.

- A. #1 - Meet at least 80% or better customer satisfaction for state motor vehicles services provided by the motor pool program.
- B. #2 - Provide state motor vehicle services at lower cost than comparable private commercial motor vehicle services.

III. Action Plan with Timetable

- A. Objective/Policy #1 - Meet 80% or better customer satisfaction for state motor vehicle services provided by the motor pool program.

- 1. Required Actions

- a. Identify state agencies who utilize the motor pool for
 - motor vehicle rentals
 - motor vehicle services
 - b. Develop survey form and criteria to evaluate customer satisfaction with
 - motor vehicle rentals
 - motor vehicle services

- c. Distribute, compile and evaluate survey results to establish customer satisfaction percentages for motor vehicle rentals and services.
- d. Determine the need to implement procedures to satisfy our customer satisfaction objectives of 80% or better.

2. Implementation Timetable

- a. Past Year Accomplishment – Initiated activity necessary to achieve motor pool customer satisfaction target level of 80% by implementing performance standards for motor pool staff.
- b. One Year – Develop criteria for evaluating customer satisfaction with motor pool services.
- c. Two Years – Re-evaluate motor pool customer satisfaction and increase our target level to 90%.
- d. Five Years – Re-evaluate customer satisfaction target of 90% and evaluate feasibility of revising motor pool program services if target objectives have not been achieved.

B. Objective/Policy #2 - Provide state motor vehicle services at lower cost than comparable private commercial motor vehicle services.

1. Required Actions

- a. Identify specific types of motor vehicle services provided by the state motor pool program.
- b. Identify comparable motor vehicle services available from private commercial services.
- c. Establish standards of performance to evaluate services provided by the motor pool for comparison with private commercial services.

- d. Evaluate costs of providing motor pool services against the cost of comparable private commercial services.
- e. Procure private commercial motor vehicle services which are non-cost effective (cheaper) than state motor pool services.

2. Implementation Timetable

- a. Past Year Accomplishment – Implemented performance standards for mechanics to be competitive with private sector.
- b. One Year – Initiate activities necessary to perform only motor vehicle services which are more cost effective (cheaper) than services available from private commercial sources.
- c. Two Years – Continue to evaluate costs of services provided by motor pool with cost of private commercial services.
- d. Five Years – Evaluate feasibility of revising motor pool program if costs of motor vehicle services provided is not cost effective.

IV. Performance Measures

- A. Customer Satisfaction measure – A written survey will be developed and distributed to user agencies. Any areas of concern identified through the survey will be addressed immediately.
- B. Program Standard measure – Standards of performance to evaluate services provided by the motor pool will be established for comparison with private commercial services. Any areas of concern will be corrected through established procedures.
- C. Cost Effectiveness measure – Evaluate the cost of providing motor pool services against the cost of comparable private commercial services. Procure private commercial motor vehicle services which are lower than the motor pool services.